

Complaint Tracking for CA (07/01/2004-07/31/2004). Total Customer Contacts: 10

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/02/04	Customer reported that this agent showed him/her previous call contents with another agent (7879F) after the call was completed at 10am. Also said that this agent "forced" the customer to provide his/her choice of LD carrier. State that this agent threatened the customer but did not elaborate further. Wants a follow up.	07/08/04	Apologized for the inconvenience. Explained that agents do not share the call contents because once the call is completed, the computer clears the contents. Regarding agent threatening to the customer was not true. A bridge personnel was assisting this agent and observed no other comments other than LD carrier option. CA was coached on proper procedure.
07/02/04	Customer stated that this agent obtained his/her previous call contents from agent (1634). Also stated that this agent "forced" the customer to provide his/her choice of LD carrier. Thirdly, customer alleged that this CA made a threatening comment toward him/her. Wants a follow up by phone.	07/02/04	Apologized and assured customer that this report will be forwarded to the appropriate center for follow up. CA was coached on proper procedure.
07/03/04	Agent was slow, not familiar with the computer, rude and the caller felt that the agent didn't care about processing her call.	07/06/04	Thanked caller for feedback and will follow up with agent. Followed up with agent. Reviewed proper procedures and addressed customer's concerns and complaints.
07/13/04	TTY user reports that important call from medical office was disconnected in middle of call. TTY user was typing response to medical office and call was disconnected, flashing light seen on TTY indicator light. Call received via California Relay. Customer not sure if call was received via Sprint CRS or MCI Relay service.	07/13/04	Apologized for problem encountered. Advised if the medical office hung up while TTY user was typing. The line would disconnect after specific time and Relay operator would have no control over that happening.
07/19/04	Customer stated that this CA did not select specific option received (CA no longer have information) Said that CA was supposed to "remember" the option.	07/19/04	Apologized to the customer. Followed up with this CA and a mentor who stated that after the recording was completed the customer only typed "redial GA." CA treated this as a new call. CA followed proper agent protocol.
07/22/04	Customer said CA did not respond to request to leave message on voice mail answering machine. Customer said hello several times and finally after no response to repeated inquiries asked if CA was there.; CA was said to have responded to that question and finally placed the call.	07/24/04	Apologized for inconvenience and said this information would be forwarded to the appropriate supervisor. Agent said this call was in the middle of dialing when customer started typing hello and could not respond then. No fault on agent. Coached agent on keeping customer informed and macros.
07/23/04	Customers stated that she asked agent to leave a message on an answering machine and gave the go ahead to the agent and that there was no response. Customer kept typing "GA GA GA QQ GA" and still no response. Customer then typed "R U THERE" and the agent typed "DIALING NOW". Customer states that agent was very rude.	07/26/04	Apologized to customer and told customer that complaint would be forwarded. Agent only remembers one call that this could be. Computer took long time to redial and customer was upset. Coached agent.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/25/04	VCO caller stated she asked CA to dial 911 but got no response. She states the CA hung up on her. Customer was very upset and state "agents are just there for a paycheck, they do not care about the hearing impaired." Didn't think issue would be dealt with.	07/27/04	Agent assured her the issue would be dealt with, apologized and said CA's do care about the customers, the CA should not have hung up on her and CA would be dealt with. The customer thanked Agent. Spoke with CA, went over all aspects of 911 calls and how they should be handled.
07/26/04	TTY said CA hung up when I gave the # to dial, happened 15 minutes ago. No follow up needed.	07/27/04	Apologized for the problem said someone would follow up with CA. Agent did not remember this occurring. Was coached on importance of not disconnecting calls and getting TL if ever has any problems.
07/29/04	This happened several times. This time when I tried to call and leave a message, I typed the message for agent and "GA", nothing happened. I said I need to make a call please- again nothing. I typed "hello, hello, GA"- nothing. I typed "are you there?" Agent said dialing. I told her she should pay attention and dial as soon as the number is given, she said she dialed the number requested. No follow up requested.	07/30/04	Apologized to the customer and said agents supervisor would be given the information. Agent remembered the call very clearly. Agent followed proper procedures for leaving a message on an answering machine. Agent demonstrated knowledge of all appropriate procedures related to an answering machine. Agent not at fault.